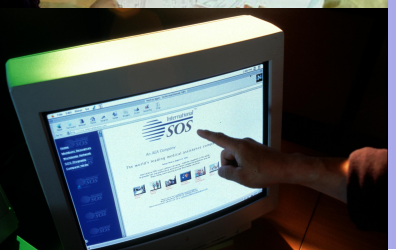
TRICARE-SOS Program

presented by International SOS

WHAT DO WE DO?

TRICARE-SOS PROGRAM



Primary Business Lines

- Global Emergency Assistance
- Remote Site Medical Services
- International Clinics
- Healthcare Management Services
- Global Security Services
- Specialized Assistance Services
- SOS Online Services

Alarm Centers Network

26 alarm centers and 46 offices worldwide

Open 24 hours a day, every day

750 full-time doctors, nurses & pharmacists

Over 70 languages spoken

Online airline & hotel reservation systems

Global network of preferred medical, legal and security providers

WHERE ARE WE?

We have 46 offices,
26 alarm centers,
21 international clinics
and over 160 remote medical facilities
across 5 continents.

International SOS

Serving Our Members Around the World

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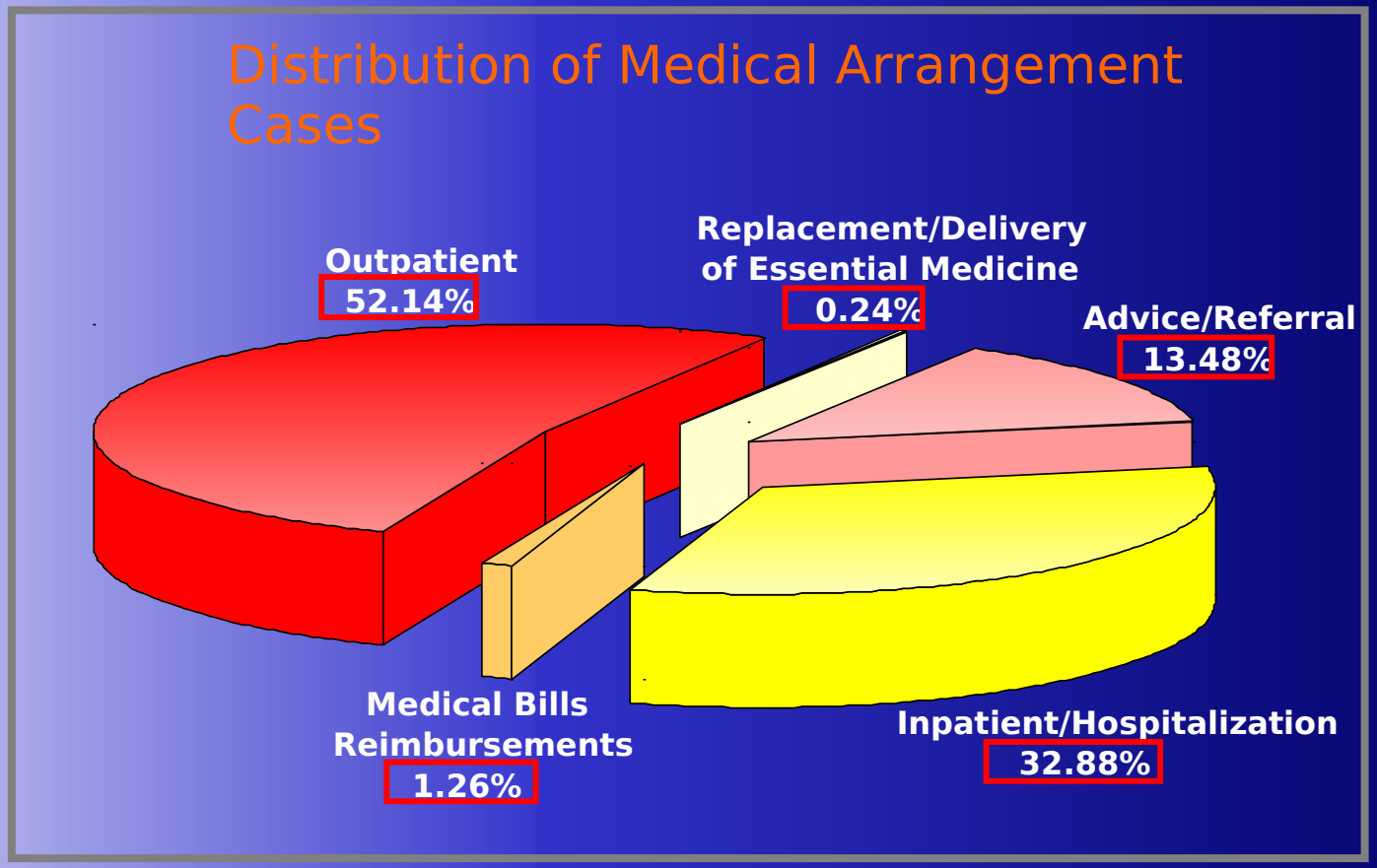
Healthcare Managemer

SOS Physicians and Case Managers manage each hospitalization, illness or injury to ensure:-

- **patients have access to a quality provider network**
- **the care is high quality and cost effective**
- **specialist referrals, diagnostic testing and interventions are appropriate**

Activity Statistics

189,000 Medical Arrangement Cases a



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TRICARE-SOS LATIN AMERICA PROGRAM

TRICARE-SOS Latin America Program

The TRICARE-SOS Program is part of the Government's managed healthcare program.

TRICARE

brings together the healthcare resources of the military facilities

...and...

International SOS

supplements the program with a network of credentialed and qualified civilian

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Network Providers

This volume of medical activity enables SOS to establish relationships with service providers known to be able to deliver quality care.

This has enabled a Tricare network to be credentialed to Tricare standards.

Network Providers

Provider Cashless & Claimless Medical & Dental Services

- **Primary Care Provider:**

  GP's, Internists, Family Practitioners, OB/Gyn, and Pediatricians

- **Specialist Care:**

  Surgeons, Internal Medicine Sub-Specialists, physical therapists, mental health providers and dentists including orthodontics (endodontic/peridontics).

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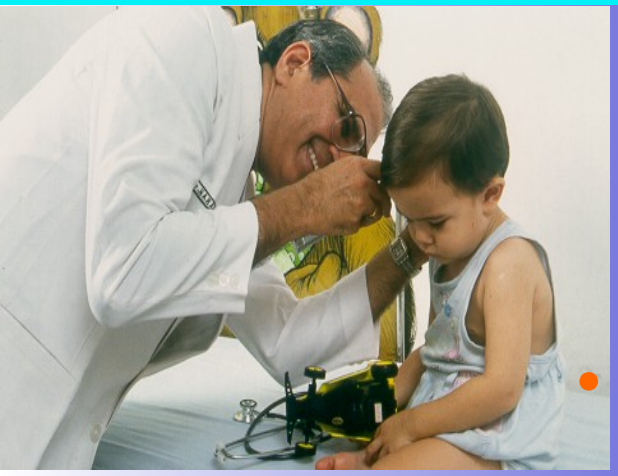

Covered Medical Services

- consultation services
- inpatient/day surgery
- diagnostic testing
- hospitalization
  (semi-private room only)
- laboratory and pathology services
- maternity care, well baby care
- Prescription medication

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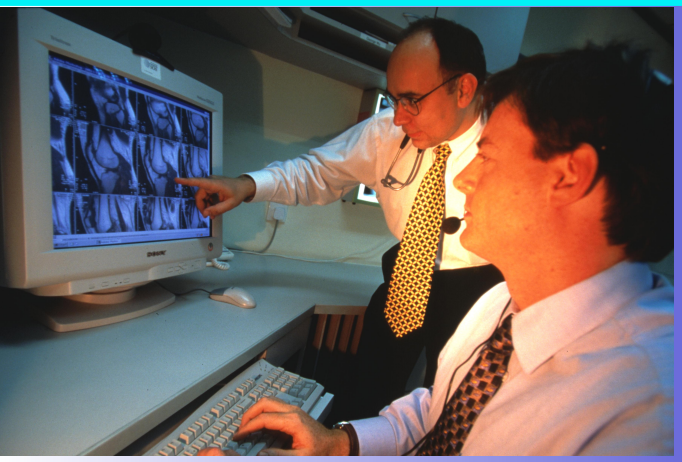

Medical Services Requiring Authorization

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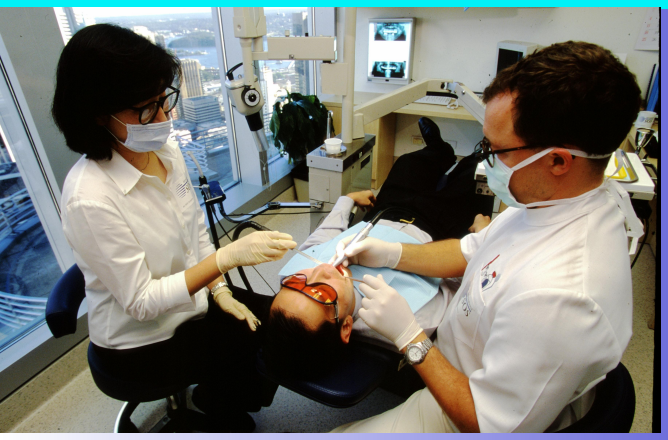

TRICARE AD & ADFM Dental Program

- **Active Duty (AD) Service Members' Dental Care is covered directly by TRICARE Latin America Lead Agency.**
- **Active Duty Family Members' (ADFM) Dental Care is covered by the United Concordia Companies Inc (UCCI).**

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OTHER SOS SERVICES

Available directly or indirectly to support Tricare and other SOS clients.

Medical Audits in Remote Areas

The provision of medical services outside of urban areas and the frequent medical audits conducted by SOS provides a database of medical information about :

- **Medical infrastructure**
- **Health risks**
- **Disease patterns and outbreaks**

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International SOS

Medical Transportation Network

- In-house aero-medical specialists
- State-of-the-art mobile emergency equipment
- Global Aviation Department secures flight paths and clearances
- 24-hour access to private & commercial aircraft
- Worldwide network of medical escort teams
- Comprehensive medical transport standards and audit

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Air Charter and Air Ambulance Network

Global network of accredited air ambulances meeting SOS standards

- **Selection Criteria**
  - **Financial stability**
  - **Legal & statutory compliance**
  - **Personnel accreditation & licensing**
  - **AOC certified**
  - **Insurance certificate**
  - **Maintenance authority**
- **Aircraft Inspection**
- **SOS audits performed on 40 air charter and air ambulance operators worldwide**

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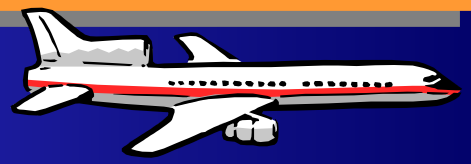
Aviation Desk

Facilitate all logistical aspects of air ambulance movements:

- **Procurement of appropriate air**
- **Provider auditing and**
- **Flight clearances and flight path**
- **Ground handling – re-fueling,**
- **Flight tracking and reporting**
- **Database statistical maintenance**
- **Communication infrastructure**
  - **SITA**
  - **AFTN**
  - **In-flight communication for medical crew**



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What's next?

TRICARE-SOS
PROGRAM